

**Service: Data Storage**

**Service Line:** Data Center Services

**Status:** In Production

**General Description:** The State Data Center offers a variety of data storage management solutions, including DAS, NAS, SAN, HSM-1, and HSM-2 (see Service Components below for definitions). Storage is managed at the enterprise level. Sufficient spare volumes are maintained for availability.

**Service Level Targets:** 98% production availability

**Availability:**

- Production: 24 hours a day, 365 days a year
- Test: 11 hours a day (7 a.m. – 6 p.m., five days a week (Monday - Friday))
- Development: 11 hours a day (7 a.m. – 6 p.m., five days a week (Monday - Friday))

**Limitations:** SAN access requires the purchase of a Host Bus Adaptor (HBA).

**Prerequisites:** This GTA service is only available in conjunction with customer's use of a GTA Operating Environment Provisioning Service.

**Pricing / Charges:** The charges listed are for fiscal year 2006 and 2007 and for fiscal year 2008 budgeting:

DAS – Disk Library (#220) \$0.0300 per 10,000K block days (IBM platform only)  
HSM1 – (#225 ) \$0.0004 per 200K block days (IBM platform only)  
HSM2 – (#226) \$0.0002 per 200K block days (IBM platform only)  
SAN - Agency-specific pricing\*  
NAS – Agency-specific pricing\*

\* For agency-specific price quotes, contact your GTA Account Manager by calling GTA Solutions Marketing at (404) 651-6964 or e-mail [gtasolutionsmrktg@ga.ga.gov](mailto:gtasolutionsmrktg@ga.ga.gov) to be directed to your agency account manager.

**Service Components or Product Features Included in Base Price:**

- **DAS - Direct attached storage** – Storage connected directly to the server/mainframe. Available in all environments
- **NAS - Network attached storage** - Disk storage space available via the network. Available in the legacy Unix environment **ONLY**
- **HSM (Hierarchical storage management)** - GTA's implementation of HSM classifies data using a three-tier architecture. Level zero (HSM-0) is data that must be readily accessible on disk. Level one (HSM-1) is migrated data on disk that is compressed. Level two (HSM-2) is data on tape that is accessed periodically. **Available in the IBM environment ONLY**
- **SAN (Storage Area Network)** - Provides support for disk mirroring, backup and restore, archival and retrieval of data, data migration from one storage device to another and the sharing of data among different servers in a network. **Available in the Unix and AWE environments ONLY**

**Options Available for an Additional Charge:**

- **Backup and recovery** - Backups of critical components will be conducted according to schedules. Backups must be complete after online, messaging, and stream I/O session processing, after 6 p.m. and prior to 7 a.m., Monday through Friday. Backups must be complete after all overnight batch processing before 7 a.m., Monday through Friday.

**Service Components or Product Features Not Included:** N/A

**What GTA Provides:**

The technical and operations support staff provide operating environment (OE) support only.

1. Maintaining and tracking of all OE upgrades/patches/licenses to reach service level targets consistently.
2. Performance tuning, monitoring, and system-level troubleshooting the OE.
3. Performing incident, change, problem and request management reporting and tracking.
4. Coordinating service requests with other GTA support teams.
5. Ensuring that the operating environments of the customer applications comply with current GTA enterprise security policies, as defined in the initial security assessment.
6. Monitoring of systems, processes, scheduled jobs and storage capacity.
7. Vaulting of application data as prescribed by customer in their backup procedures.
8. Managing backup and recovery at the enterprise level.
9. Maintaining reports and trends.
10. Managing storage at the enterprise level.

### What the Customer Provides:

The application data and logs are the customer's responsibility.

1. Providing customer escalation and notifications paths and contact information for communicating about incidents associated with the application.
2. Designating an owner to participate in the Data Center's Change Advisory Board as an ad-hoc non-voting member, and adhering to the production acceptance process when submitting production environment changes.
3. Using appropriate tools and processes (Service Center®) to submit service requests.
4. Providing application capacity planning requirements (trends, new products, etc.) every quarter.
5. Performing any application vulnerability assessments and ensuring that employees and contractors comply with all security standards in the current GTA Security Guidelines, available on the GTA web site (<http://www.gta.georgia.gov>).
6. Providing backup and recovery requirements as well as retention schedules for all non-database application files, and ensuring that any database backup routines or database exports are executed and completed before the scheduled nightly system backup.
7. Data archiving (not vaulting) of application data.

**Service Support:** Contact the GTA Command Center at (404) 656-7378 or send an e-mail to [CommandCenter@gta.ga.gov](mailto:CommandCenter@gta.ga.gov) to report problems.

**Service Issue Escalation:** Contact the GTA Command Center at (404) 656-7378 or send an e-mail to [CommandCenter@gta.ga.gov](mailto:CommandCenter@gta.ga.gov).

### Benefits / Advantages:

Performance:

- Mainframe uses Fibre Channel connectivity.
- Unix and Windows use Fibre Channel for SAN connectivity.

SAN is an ideal solution for consolidation in Windows, Unix, and other environments.

### How to Start this Service:

Contact the GTA Office of Solutions Marketing [gtasolutionsmrktg@gta.ga.gov](mailto:gtasolutionsmrktg@gta.ga.gov) or (404) 651-6964, to be directed to your GTA Account Manager.

**Related Services and Products:**

Operating Environment Provisioning – IBM  
Operating Environment Provisioning – Unix  
Operating Environment Provisioning – Advanced Windows Environment (AWE)  
Operating Environment Provisioning - Unisys

**Other Information:** N/A

**Terms and Definitions:** N/A